

Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

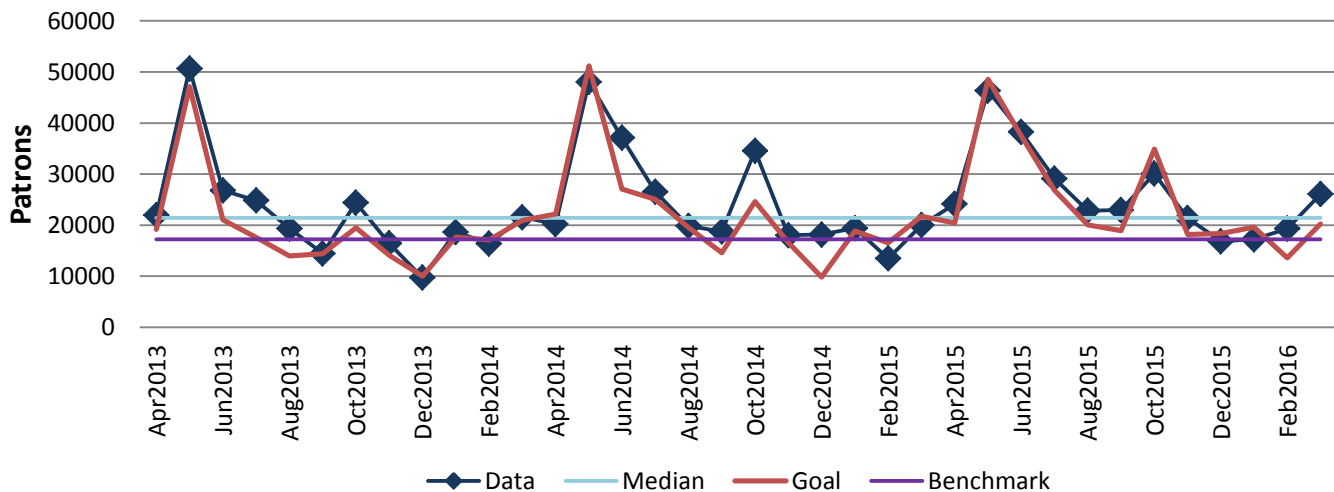
Process: Library Programs

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 2011-2012 Total = 232,504 Goal: By July 31, 2016 increase by 1% over 2014-15 from 297,524 to 300,499 Benchmark: 17,217/mo = Top 25% of 19 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$17.1M)		Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAMetrics.org PLDS Data (2015)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Monthly count of program attendees Why Measure: To continually increase program attendance Next Improvement Step: Increase number of programs and publicize better		
How Are We Doing?					
Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
297,166	314,585		20,222	26,100	
Patrons	Patrons		Patrons	Patrons	

Program Attendance



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.